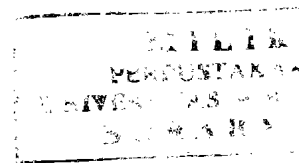


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**TESIS**  
**ANALISIS FAKTOR YANG MEMPENGARUHI KINERJA**  
**PETUGAS KUSTA PUSKESMAS**  
**DI KABUPATEN GRESIK**



**ASYHARI ASYIKIN**

**PROGRAM PASCASARJANA**  
**UNIVERSITAS AIRLANGGA**  
**SURABAYA**  
**2001**

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**TESIS**

Untuk Memperoleh Gelar Magister  
Dalam Program Studi Administrasi dan Kebijakan Kesehatan  
Dengan Minat Studi Manajemen Kesehatan  
Pada Program Pascasarjana Universitas Airlangga

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## RINGKASAN

Penyakit kusta adalah salah satu penyakit menular yang menimbulkan masalah yang sangat kompleks baik dari segi medis, sosial, ekonomi, budaya, keamanan dan ketahanan nasional. Indonesia sebagai negara berkembang merupakan negara dengan jumlah kasus kusta nomor 3 di dunia. Oleh karena itu Depkes bertekad untuk melakukan pemberantasan secara insentif dengan menurunkan prevalensi kusta kurang dari 1 per 10.000 penduduk yang lebih dikenal sebagai Program Eliminasi Kusta 2003.

Untuk mencapai hasil yang optimal dalam pelaksanaan Program Eliminasi Kusta sangat tergantung pada kinerja petugas pelaksana di lapangan terutama ditingkat Puskesmas. Pengamatan beberapa tahun terakhir ini menunjukkan bahwa kinerja petugas kusta puskesmas di Kabupaten Gresik khususnya dalam hal penemuan penderita baru belum seperti yang diharapkan dimana pada tahun 1996/ 1997 dan 1997/ 1998 masih dibawah 50% yaitu 38,0% dan 37,6% sedangkan pada tahun 1998/ 1998 terjadi peningkatan diatas 50% yaitu 59,7% itupun kebetulan ada program LCC. Hal ini menunjukkan kinerja petugas kusta Puskesmas masih rendah, sehingga sangat diperlukan adanya upaya peningkatan kinerja petugas pelaksana tersebut dan diharapkan sasaran eliminasi kusta tahun 2003 dapat tercapai secara optimal.

Penelitian ini bertujuan untuk menganalisa faktor yang mempengaruhi kinerja petugas kusta Puskesmas dan menyusun rekomendasi untuk peningkatan kinerja petugas kusta Puskesmas berdasarkan analisis faktor organisasi dan faktor motivasi. Variabel penelitian ini adalah faktor organisasi (pedoman kerja, jadwal kerja, beban kerja tambahan, imbalan/insentif, supervisi, serta fasilitas dan peralatan), motivasi, dan kinerja. Instrument penelitian menggunakan kuesioner dan wawancara langsung terhadap responden. Penelitian ini dilakukan selama 1 (satu) bulan (Agustus – September 2000) di Kabupaten Gresik, subyek penelitian adalah petugas kusta Puskesmas pada 29 Puskesmas di Kabupaten Gresik (29 orang responden).

Hasil penelitian menunjukkan : (1) Faktor organisasi secara statistik berpengaruh secara tidak bermakna ( $\alpha=0,05$ ) terhadap motivasi petugas Kusta Puskesmas di kabupaten Gresik, (2) Intensitas motivasi petugas kusta Puskesmas di kabupaten Gresik rendah (69,0%), (3) Kinerja petugas kusta Puskesmas di kabupaten Gresik rendah (72,4%), (4) motivator utama agar petugas kusta Puskesmas di kabupaten Gresik bekerja lebih baik adalah keinginan untuk mendapatkan kesempatan mengikuti pendidikan dan latihan (55,2%), gaji dan insentif (31,0%), serta fasilitas kerja (27,6%). Rekomendasi yang peneliti buat dalam rangka peningkatan kinerja petugas kusta Puskesmas di kabupaten Gresik berdasarkan faktor organisasi dan motivasi adalah : (1) Sistem imbalan yang diberikan kepada petugas kusta Puskesmas di kabupaten Gresik perlu ditinjau kembali, (2) Beban kerja tambahan yang diberikan harus relevan dengan tugas pokoknya sebagai petugas kusta, (3) perlu dilakukan supervisi yang berkala, (4) Serta peningkatan kemampuan dan ketrampilan petugas kusta melalui pendidikan dan latihan (penataran) mengenai penanganan penyakit kusta.

## ABSTRACT

Objective of this research was to analyze some factors influencing the performance of leprosy officers in health center and proposed a recommendation to increase the officer performance on the basis of analysis of organizational and motivational factors.

The research was done through observation in the field using cross sectional approach. Since the target population was relatively small, all population were chosen as research subject (total sampling). The variables included organizational factors (work guidelines, work schedule, work burden, reward/incentive, supervision, facility and equipment), motivation and performance. Instrument that the research used was questionnaire and direct interview over the respondents. The research was undertaken for one month (August – September 2000) in Gresik District. The subject covered leprosy officer in the health center (puskesmas) in 29-health center in Gresik District (29 respondents).

The results showed that: (1.) Results of organizational factor analysis descriptively ( $\alpha=0,05$ ) showed that (a) most of them 41.4 % of officers had not worked in accordance with the work guidelines. This resulted from difficulty in understanding that guidelines so that they worked in line. With that experiences; (b) most of them (62.1 %) didn't fulfill the work schedule. This was because there were too many additional tasks having not relevance to the main task; (c) most of them 79.3 % of officers felt burdened enough with the additional task. This was because the additional task consumed much time so that the main ones would be not performed well; (d) most of them 82.8 % of officers felt that reward that they obtained was very low, when the leprosy officers in other district received the promising incentive. This condition became a constraint making the leprosy officer in the health centers in Gresik District didn't worked properly, leading to the their performances; (e) most of them frequency of supervision don't by province supervisor, district supervisor, and the health center head was still inadequate (44.8 %). In fact, almost all officers had a high need for the periodic supervision in associated with the technical guidance; (f) most of them 55.2 % of officer regarded facility and equipment that the center head was still inadequate. (2) most of them the officers' motivation in the health center in Gresik District was low (69.0 %); (3) most of them, the officers had low performance (72.4 %); (4) most of them, as the main motivator making they would work better was desire to follow education and training (55.2 %), to earn salary and incentive (31.0 %), as well as work facility (27.6 %). The rearcher made recommendation to improve the officers' performance on the basis of organizational and motivational factors were as follows: (1) reward system granted to the officers should be reviewed, (2) the additional work burden given to the officers must be relevant to their main task as leprosy workers, (3) the periodic supervision should be done, (4) the capability and skills must be increased through education and training (up – grading) regarding the leprosy management.

**Key word:** performance, motivation, work load, incentive system and supervision